

## **1. How can an Eligibility Process Improvement Collaborative benefit my work?**

Participation in an Eligibility Process Improvement Collaborative is instrumental in transforming eligibility processes into efficient, effective and accurate services for lower-income children and adults, and the health care providers that serve them. The Eligibility Process Improvement Center experience promotes the building of capacity and sustainability to dramatically alter the manner in which Medicaid and the State Children's Health Insurance Program (SCHIP) is administered to eligible children and adults in your state, benefiting families and health care providers alike.

## **2. What is small-scale testing?**

Small-scale testing requires minimal resources, allows you to test theories using very small sample sizes and gives almost immediate feedback on a theory's strengths and weaknesses. Small-scale testing is powerful because it gives Eligibility Process Improvement Collaborative participants the freedom to test numerous ideas and develop optimal solutions, before committing large amounts of resources or implementing processes on a large scale.

## **3. A lot of the data and information we would use to participate in an Eligibility Process Improvement Collaborative is confidential. How can you guarantee this information will be protected?**

Eligibility Process Improvement Collaborative activities involve sharing data and other information that may be considered confidential. Protecting the confidentiality of your information is essential. Each Collaborative participant is required to sign a confidentiality agreement that protects all written, oral and electronically transmitted data and communication.

## **4. Who should be included in our Eligibility Process Improvement Collaborative team?**

A Collaborative team can be composed of public program and private business representatives from your state who share the common goal of rapidly achieving Medicaid and SCHIP eligibility process improvements. Collaborative teams can be configured in a number of ways and can have a mix of participants. Public program participant teams can be administrators, managers or eligibility workers from a state, county or city office. Provider teams can be administrators, practitioners, financial staff from a hospital, managed care organization, community health center, medical practice or professional organization. The Eligibility Process Improvement Center staff will work with you to determine the representatives that should participate in the Collaborative.

Each collaborative team has traveling and non-traveling members. Traveling members will serve as spokespersons for the group and travel to the three Learning Sessions. Depending on the goals of your Collaborative experience the traveling team can include representatives from your state Medicaid or SCHIP office, a local eligibility office and private sector organizations. Past Collaborative participants have found it valuable to include state level representatives with decision-making power and resources to promote the lessons learned at the state level. Non-traveling team members are essential to your project and there are no limitations on the number of non-traveling members on your team. Examples of non-traveling team members include local eligibility office staff who work at testing sites and staff who collect data for your Collaborative work.

## **5. How will participation in an Eligibility Process Improvement Collaborative impact our current workload?**

Participation in an Eligibility Process Improvement Collaborative requires a time and work commitment. However, the Eligibility Process Improvement Center's small-scale testing process allows you to concentrate your efforts on a single eligibility office or a few eligibility workers without affecting state level operations. Collaborative participants also benefit from access to Eligibility Process Improvement Center staff and Collaborative faculty to guide your efforts and provide technical assistance related to Collaborative goals.

## **6. Is a monetary commitment required to participate in an Eligibility Process Improvement Collaborative?**

Tuition is required to participate in an Eligibility Process Improvement Collaborative. In addition to tuition, there is the cost for traveling team members for travel and lodging expenses for three, two and one half day Learning Sessions. For more information on Eligibility Process Improvement Collaboratives and other services, please contact us at **803.779.2607** or **info@thesoutherninstitute.org**.